

SUPPLIER MANUAL 2025



STARK
Sammen bygger vi professionelt



STARK has compiled a number of requirements and conditions for the supply of products in the interests of ensuring efficient and seamless supply management. This is crucial in enabling us to support exposure of your products and services to end customers.

Compliance with the requirements and conditions set out in this Manual is essential in order to minimise time spent on handling errors and exceptions. This avoids needless queries from STARK to the supplier, and we achieve smooth and professional partnering based on mutual understanding and compliance with STARK policy.

As a supplier, please read this manual carefully and ensure implementation and compliance with its requirements throughout your organisation from the first order.

If you have any queries or concerns, please reach out to us through your designated STARK contact.

**Thank you for your cooperation,
STARK A/S**

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1. RELIABILITY OF SUPPLY AND SERVICE LEVEL

No substitutions must be supplied, i.e. STARK accepts no alternative goods in place of all or some of the items on an order.

If items cannot be supplied, the supplier must notify their designated STARK contact.

Temporarily out-of-stock items

Items not deliverable for more than 5 days will be considered temporarily out of stock. In this event, STARK must be notified by email to udsolgt@stark.dk. The information must be sent by filling out an excel template, that the supplier can request via udsolgt@stark.dk. STARK must always be notified if you are unable to fill an order fully:

- For any product not available in the quantity ordered for delivery on a specific date, the order confirmation must clearly state that the order will be fulfilled in sub-deliveries by stating the quantity of product arriving on the due date and the next sub-delivery on a separate line with another delivery date stated.
- For back orders, the order confirmation must clearly state when these are expected to be fulfilled.



2. DATA REQUIREMENTS

STARK suppliers are required to submit data and documentation in the following categories:

- A. Logistics master data:** In the interests of managing deliveries and best mutual efforts in achieving The highest level of customer service. These data requirements and their management are described in this manual and the associated appendix.
- B. Product master data:** Including the product code, sales unit, weight, etc. In order to be able to set up and manage goods within *STARK systems, data described in the appendix must be supplied as described therein.
- C. Documentation:** Documentation such as ADR transport documents or other documents needed for handling and selling the product. This must also be provided as per the appendix.
- D. Pricing master data:** Pricing data, which, as stipulated in the appendix, must be emailed to masterdata@stark.dk. Any subsequent changes to pricing master data must be communicated directly to the supplier's designated STARK contact.
- E. Promotional data:** When selling products, it is helpful for us to have a description of the colour, dimensions and features of each product. This should be submitted as stipulated in the appendix.

3. ORDER CONFIRMATION AND INVOICING

A. Order confirmations must always state the following

- **STARK requisition number**
- **Date**
- **Position line**
- **Discounts if applicable**
- **Delivery address**
- **Product text**
- **STARK product code (TUN/DB)**
- **Number of units confirmed**
- **Unit price and currency**
- **Confirmed delivery date**
- **For partial deliveries, each partial delivery must be stated on a separate order line and include the expected delivery date for each partial delivery**
- **Back orders must state the expected delivery date**

STARK must receive an order confirmation no later than 24 hours after placing an order.

STARK expects suppliers to supply products by the delivery date every time. If this is not possible, a new order confirmation stating the amended delivery date must be sent as soon as possible.

STARK prefers to receive order confirmations by EDI, but they can also be received by the requisitioner in PDF by email. All suppliers are expected to issue order confirmations by EDI by year-end 2026.

STARK receives order confirmations by EDI in the following formats:

- EDIFACT D96A ORDRSP
- OIOUBL OrderResponse

Any supplier unable to send order confirmations via EDI must contact EDI@stark.dk

For EDI configuration, contact: EDI@stark.dk

B. Invoices must always state the following

- **Date**
- **Correct PO/requisition number**
 - all 10 digits without spaces or hyphens
- **Account manager, address and VAT number**
- **For EDI invoicing: Purchasing STARK branch's GLN**
- **EAN and product code (SKU)**
- **Units ordered**
- **Unit price and currency**
- **Discounts if applicable**
- **Total purchase price**
- **Carriage and insurance subject to agreement**
- **Delivery address, and delivery location**
- **All invoices to STARK Denmark must be issued to:**
 - STARK Danmark A/S Skanderborgvej**
 - 277 8260 Viby J, CVR No. 55828415**
 - must always be stated on the invoice

Other invoicing requirements

- Disbursement invoices must always state a delivery address/store and be for the attention of a named individual.
- Direct delivery to customer: The name and number of the requisitioning branch and the PO/requisition number and the end customer the delivery is made to.
- Delivery to requisitioning branch: The requisitioning branch's name, number and PO/requisition number must always be stated on the invoice.
- GLN: Suppliers are required to look up available GLNs on www.stark.dk when setting up STARK branches in supplier systems.

Invoices raised in PDF format must be emailed to faktura@stark.dk. Each invoice must be sent as a single PDF file, including all and any order itemisations.

Suppliers billing via EDI must always state the GLN of the receiving STARK branch. These are listed here:

[STARK Global Location Numbers](#): STARK will be requiring all suppliers to submit invoices via EDI by year-end 2026.

Any other billing inquiries for STARK Kreditor must be emailed to payable@stark.dk



4. CONSIGNMENT NOTES AND DELIVERY NOTES

A. Consignment notes must state

- Delivery address including warehouse delivery point (alphanumeric)
- Pallet and package quantity/commodity type
- All of STARK's order numbers on the consignment
- All of the supplier's delivery note numbers

B. The delivery note must state

- Date
- Delivery address and delivery location
- STARK's order number
- Quantity delivered
- Product text
- Quantity in each package
- Number of packages per pallet
- Truck/container number
- Total weight per truck
- Special temperature and/or humidity requirements

Each order must have its own packaging, crate, order confirmation and delivery note, meaning that groupage of more than one order, groupage of order confirmations, and groupage on the same delivery note are not permitted. Delivery notes must be sent to the requisitioner's email address as a PDF attachment.

Suppliers must submit delivery notes digitally via EDI by year-end 2026 when STARK will be receiving in EDIFACT D96A DESADV format.

Suppliers unable to issue delivery notes via EDI or who need help setting up EDI should contact edi@stark.dk.

5. LABELLING

- A.** Goods must be stacked in such a way that pallet labelling is visible.
- B.** If the goods are packed in a parcel, the labelling must be visible on the parcel.
- C.** Barcodes must be visible and scannable.
- D.** Every single piece of secondary packaging and tertiary packaging must be clearly labelled with the EAN corresponding to the consignment and any STARK product number (SKU).

PACKAGING LEVEL

SALES UNITS

A sales unit is a unit scanned at a checkout and sold to a consumer.

Example: A door handle.

May be packed in primary packaging.

SECONDARY PACKAGING

Secondary packaging contains a number of sales units and typically constitutes the packaging level in which trade between STARK, the branches and suppliers is carried out.

Example: 12 door handles packaged in a single box.

Shelf-ready merchandise displays are also secondary packaging that might contain one or more types of sales units. The same applies to shelf-ready quarter, half and full pallets. STARK generally orders goods from suppliers at this level.

The number of sales units inside secondary packaging must always be as agreed with the STARK chain. Each unit of secondary packaging must be clearly labelled with the EAN and any STARK product number.

Product or model no.	EAN (must be scannable)
Product code	Quantity (unit, pack, etc.)
Product name	Weight
Product schematic	Dimensions
PO no.	

OUTER PACKAGE

Only used for delivery to STARK central warehouse

Tertiary packaging is usually used to stabilise a number of secondary packaging units which, owing to their size or fragility, are not stackable as they are. Each unit of tertiary packaging must be clearly labelled with the EAN and any STARK product number.

Product or model no.	EAN (must be scannable)
Product code	Quantity (unit, pack, etc.)
Product name	Weight
Product schematic	Dimensions
PO no.	

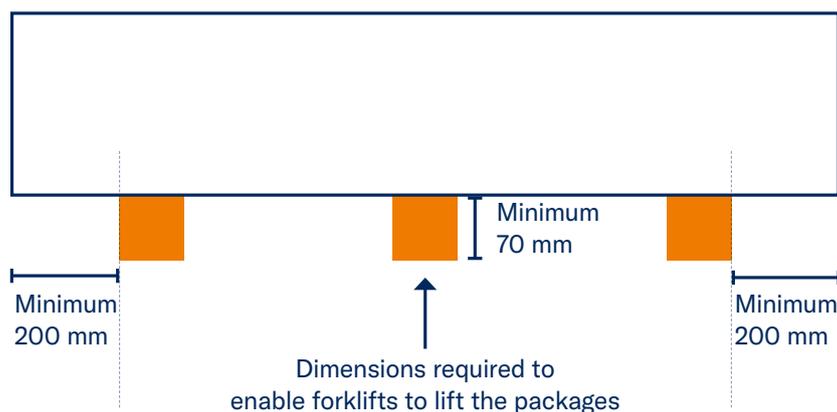


6. PACKAGING

- A.** The goods must be packaged, loaded and packed in such a way that the vehicle is Easily unloaded. This helps prevent accidents and damage to goods.
- B.** Only one product code may be supplied for each package in a consignment.
- C.** Each secondary package must contain the same quantity of sales units, and each tertiary package must contain the same number of secondary packages, if possible.
- D.** A mixed pallet containing a mix of sales units must be layered so that sales units/ packages are either layered or clearly separated by paper divider sheets, corrugated cardboard, plastic or pallet. One type of article (sales unit) must not be packaged across multiple mixed pallets.
- E.** Goods encased in tertiary packaging and weighing more than 11 kg must not be stacked on a pallet to a height exceeding 1,500 mm.
- F.** Tertiary packaging must also be able to withstand being stacked up to 1.5 m in height on shelves and must be able to withstand being stacked in blocks on the floor up to 5 m in height, including the pallet height, without damage to the product or tertiary packaging.
- G.** For cross-docking via a central warehouse to a customer, orders must be packed and labelled separately.
- H.** Sales packaging:
 - Only one Sales unit must be packed in each unit of sales packaging.
 - All products, but especially all products in sales packaging like bags, packs, cartons, etc., must be labelled with an EAN-13 barcode.

7. PACKING

- A.** Goods must be supplied on approved EUR pallets measuring 800 x 1,200 mm to a max. height of 1,800 mm. If a pallet is placed between two layers of crates, the maximum height is 2,600 mm.
- B.** All pallets must be secured with plastic pallet strapping and edge protectors, and must be correctly wrapped so it does not pose a safety hazard.
- C.** The use of single-use pallets is permitted for goods imported from countries outside Europe, provided they comply with the following:
- Non-EUR pallets must be smaller than EUR pallets if placed on top of a EUR pallet on arrival at the warehouse.
 - Non-EUR pallets must have at least 100 mm clearance between floor level and the base of the pallet, and the holes for the forklift must be at least 200 mm wide.
 - The pallets must be made of cardboard, plastic or wood. Wood pallets must conform to IPPC standards. For more information, see www.IPPC.int
- D.** If delivery is made on skids, the delivery must comply with the following:



- E.** Delivery in containers or in full truckloads (FTL):
- If a truck/container contains multiple sales units (SKUs), each individual sales unit must be packaged together, with clear labelling of where the next sales unit starts.
 - Goods delivered by truck must be palletised or supplied on skids so that the goods can be unloaded using a forklift, pallet stacker or pallet jack.
 - Goods supplied in a shipping container must be packed on slip sheets, pallets or skids to facilitate unloading.
 - If the container has been fumigated (treated with gas for pest control) or subjected to similar treatment, this must be clearly indicated on the bill of lading (BOL) or container doors.
 - For deliveries to STARK's central warehouse in Brøndby consisting of containers or of 5 or more pallets, a timeslot must be booked for goods delivery via Yard Management.
- F.** When delivering dangerous goods, all units must be marked so that the UN code is visible, and the goods must be packed separately. The packages must be accompanied by safety data sheets (SDS).



8. ADDRESSES AND DELIVERY

Goods deliveries cannot be received outside the following business hours unless a written agreement has been made with STARK on out-of-hours delivery.

STARK Centrallager Hedensted

Løsningvej 30, 8722 Hedensted, DK

Contact: flhedensted@stark.dk

Tel.: +45 8252 3600

Goods-in opening hours (closed on Danish public holidays)

Monday-Thursday 7:00-15:30

Friday: 7:00-11:30

STARK Centrallager Horsens

Thorsvej 12, 8700 Horsens, DK

Contact: flhorsens@stark.dk

Tel. +45 8252 3600

Goods-in opening hours (closed on Danish public holidays)

Monday-Thursday 7:00-15:00

Friday: 7:00-11:30

STARK Centrallager Vejle

Niels Finsensvej 17, 7100 Vejle, DK

Contact: Info.lighthouse@stark.dk

Tel. +45 8252 2222

Goods-in opening hours (closed on Danish public holidays)

Monday-Friday 7:00-12:00



**TOGETHER WE STAND UP
FOR THE BUILDING AND
CONSTRUCTION SECTOR.
TOGETHER WE
BUILD PROFESSIONALLY**



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